GXP- 2000 User's Manual ver 2.0

Thank you for purchasing Grandstream GXP-2000. Before using the product, please read the manual carefully. After reading, store the manual in an accessible place.

Check if all the accessories/attachments are included in the package.

- GXP-2000 device
- AC Adaptor
- Handset
- Call card
- Ethernet cable
- Instruction manual

DISCLAIMER

- Features and specifications may be updated without prior notice. Please bear with us.
- Grandstream GXP-2000 is not a regular phone. You cannot use it even if you connect NTT Touzai (East-West) modular jack to direct Ethernet cable.
- The company will not be responsible for the development of noise and volume interruption and disconnection of calls that arise from the customer and this company's network system. Also, please be advised that call quality is not guaranteed.
- The company will not be responsible for inconsistency in call quality brought about by individual listening skills.
- The company will not be responsible for the device damage that occurred outside Japan.
- Please acknowledge that services may stop temporarily without prior notice due to GXP-2000's scheduled maintenance.
- Please acknowledge that the company will not be responsible in the event that the phone can no longer be used for calling due to damage or malfunction.

ATTENTION

- Wipe the device with soft and dry cloth. Do not use wet towel.
- Do not use products with chemicals as this may cause damage to the device.
- If chemical dust cloth is used, read the accompanying directions carefully.

Connection Method

1. Connect the device to the handset using the handset cord.
2. Attach the Ethernet cable to the device's LAN port and broadband router.
3. Attach the AC Adapter plug to the socket.
4. Attach the AC Adapter to the body.

※ Follow the correct connection order.
※ Make sure the cable and adaptor are attached properly.
※ It will take some time to call after connecting, so please wait for a moment.

What is GXP-2000?

GXP-2000 is a phone device that can be used with Agile Phone Pro and Agile Phone Biz service. To use the device, the customer needs to subscribe to Internet Service Provider. Customer with no broadband router features needs to provide a separate broadband router.

1. **Line 1 to Line 4**
   Extension number (Agile phone number) is set. Setting up to 4 lines is possible.

2. **TRNF**
   As one of the phone device's features, *Hold Transfer* is possible.

   Operation Method
   Press *Transfer* to play the *Hold* tone. After that, dial the extension number one wishes to transfer. Transferring without conversation in transfer destination's extension number is called *Screened Transfer*. In using Agile Phone's fundamental feature, press *#9* to hold and to transfer to destination's extension number after a conversation.

3. **CONF**
   As one of the features of the phone device, third party's participation is possible. As a prerequisite, the current calling status of the other Line is important.

   Sample Operation: Call A in Line 1, hold B in Line 2

Press CONFIG, then Press *Line 2*. As a result, 3 persons call is created.

4. **MSG**
   Use to listen to answering machine (voice mail).

5. **Mute/ Del**
   One's own voice will not be heard on the other side of the line, while at the middle of another call. Dialed and received call will be erased.

6. **SPEAKER**
   Use whenever one wants to use hands-free calling on speakerphone.

7. **SEND**
   Previously dialed number can be redialed. It is convenient to redial when the other party is busy or currently not unavailable.

8. **MENU KEY**
   Press the • button at the middle to display Setting Menu. Operate using ▲,▼, ◀and ▶ keys.

9. **SPEED DIAL/ CONFIGURATION LINE INDICATOR**
   Aside from speed dialing to a previously set phone number, performing different functions to different buttons is possible.

Setup Method

1. Confirm the IP Address in GXP-2000 device.
   Confirm the IP address currently displayed at the lower part of the device's display screen.
2. From web browser, open the Setting page.
   From the GXP-2000 and computers connected within the same network, when launching Internet Explorer, etc. web browser, IP address should be entered following the format below.

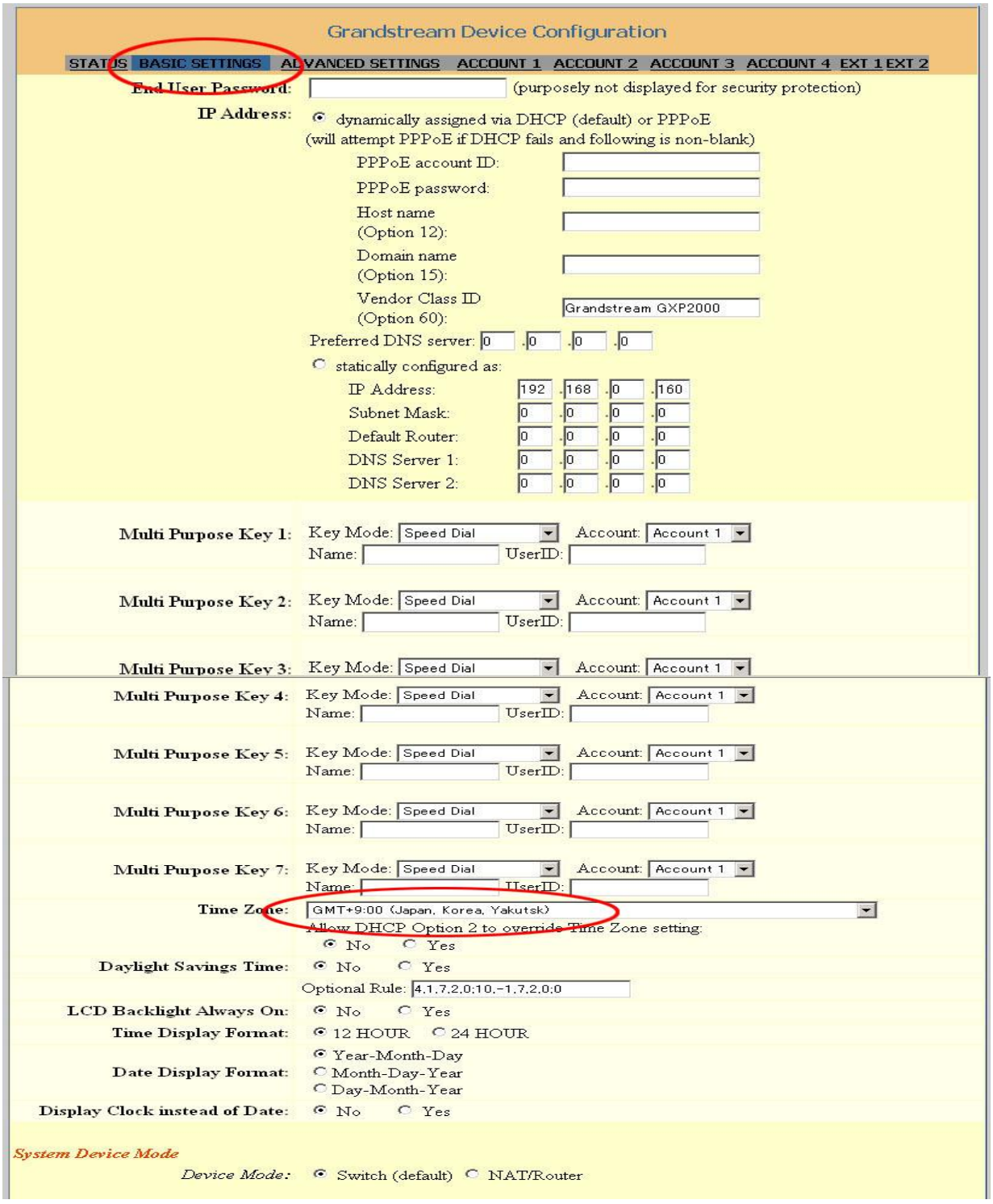
   http://(IP Address)/

   *Example***:** If 192.168.1.2 is displayed, it shall be entered as http://192.168.1.2/

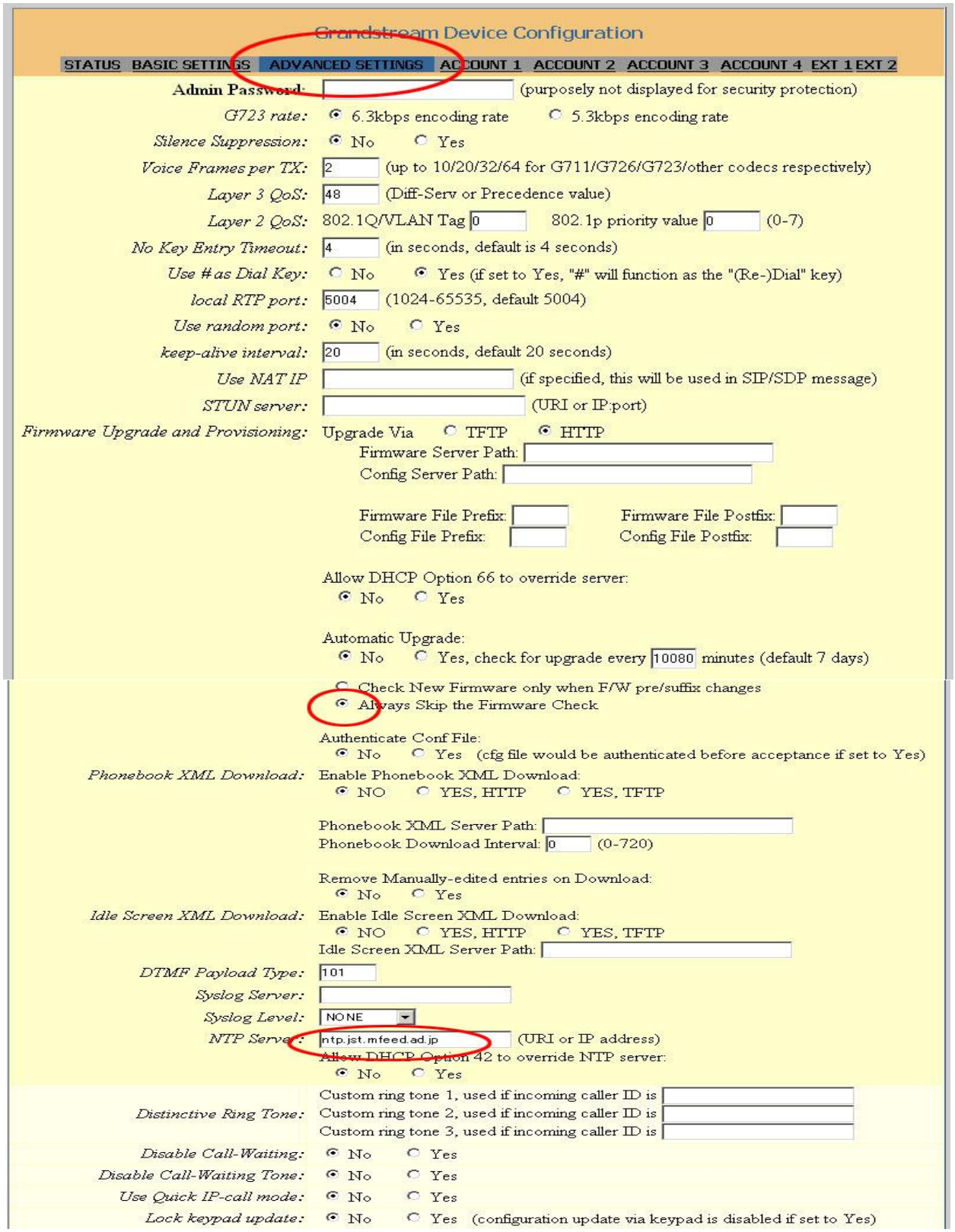
3. The page above will be displayed. Key in **admin**, and click *Login.*

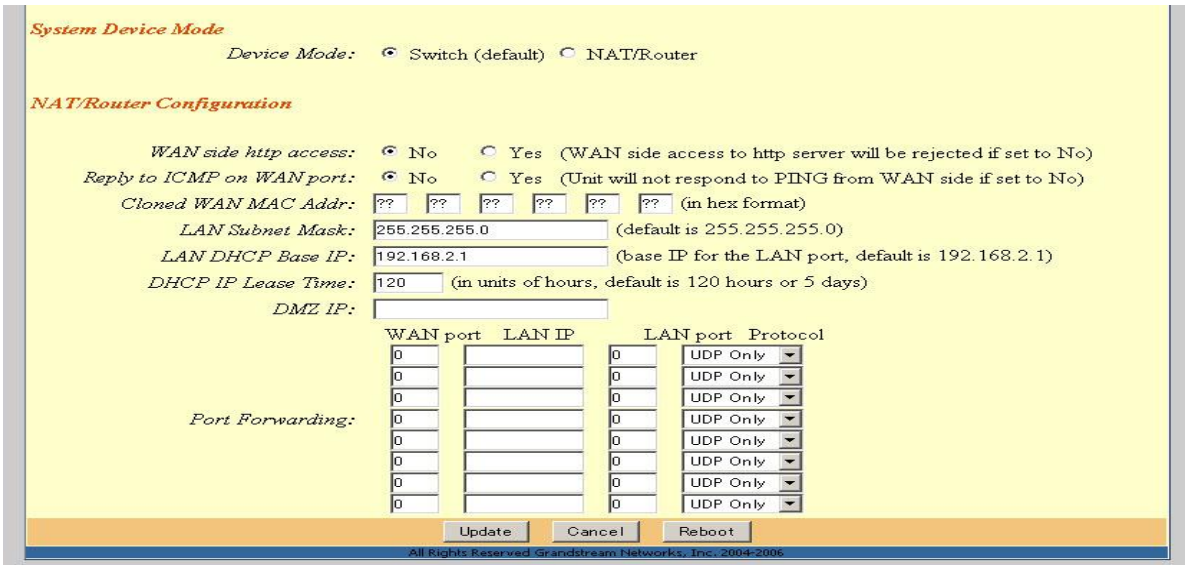
4. A page like below will appear, follow the settings below.

BASIC SETTINGS



Change the *Time Zone* as specified above. Once done, click the *Update* button. Without clicking the *Reboot* button, click *Advanced Setting.*


Grandstream Device Configuration
STATUS BASIC SETTINGS ADVANCED SETTINGS ACCOUNT 1 ACCOUNT 2 ACCOUNT 3 ACCOUNT 4 EXT 1 EXT 2
Admin Password: (purposely not displayed for security protection)
G723 rate: 6.3kbps encoding rate 5.3kbps encoding rate
Silence Suppression: No Yes
Voice Frames per TX: 2 (up to 10/20/32/64 for G711/G726/G723/other codecs respectively)
Layer 3 QoS: 48 (Diff-Serv or Precedence value)
Layer 2 QoS: 802.1Q/VLAN Tag 0 802.1p priority value 0 (0-7)
No Key Entry Timeout: 4 (in seconds, default is 4 seconds)
Use # as Dial Key: No Yes (if set to Yes, "#" will function as the "(Re-)Dial" key)
local RTP port: 5004 (1024-65535, default 5004)
Use random port: No Yes
keep-alive interval: 20 (in seconds, default 20 seconds)
Use NAT IP (if specified, this will be used in SIP/SDP message)
STUN server: (URI or IP:port)
Firmware Upgrade and Provisioning: Upgrade Via TFTP HTTP
Firmware Server Path:
Config Server Path:
Firmware File Prefix:
Firmware File Postfix:
Config File Prefix:
Config File Postfix:
Allow DHCP Option 66 to override server:
No Yes
Automatic Upgrade:
No Yes, check for upgrade every 10080 minutes (default 7 days)
Check New Firmware only when F/W pre/suffix changes
Always Skip the Firmware Check
Authenticate Conf File:
No Yes (cfg file would be authenticated before acceptance if set to Yes)
Phonebook XML Download: Enable Phonebook XML Download:
NO YES, HTTP YES, TFTP
Phonebook XML Server Path:
Phonebook Download Interval: 0 (0-720)
Remove Manually-edited entries on Download:
No Yes
Idle Screen XML Download: Enable Idle Screen XML Download:
NO YES, HTTP YES, TFTP
Idle Screen XML Server Path:
DTMF Payload Type: 101
Syslog Server:
Syslog Level: NONE
NTP Server: ntp.jst.mfeed.ad.jp (URI or IP address)
Allow DHCP Option 42 to override NTP server:
No Yes
Distinctive Ring Tone: Custom ring tone 1, used if incoming caller ID is
Custom ring tone 2, used if incoming caller ID is
Custom ring tone 3, used if incoming caller ID is
Disable Call-Waiting: No Yes
Disable Call-Waiting Tone: No Yes
Use Quick IP-call mode: No Yes
Lock keypad update: No Yes (configuration update via keypad is disabled if set to Yes)


System Device Mode
Device Mode: Switch (default) NAT/Router
NAT/Router Configuration
WAN side http access: No Yes (WAN side access to http server will be rejected if set to No)
Reply to ICMP on WAN port: No Yes (Unit will not respond to PING from WAN side if set to No)
Cloned WAN MAC Addr: ?? ?? ?? ?? ?? ?? (in hex format)
LAN Subnet Mask: 255.255.255.0 (default is 255.255.255.0)
LAN DHCP Base IP: 192.168.2.1 (base IP for the LAN port, default is 192.168.2.1)
DHCP IP Lease Time: 120 (in units of hours, default is 120 hours or 5 days)
DMZ IP:
Port Forwarding:
WAN port LAN IP LAN port Protocol
UDP Only
Update
Cancel
Reboot
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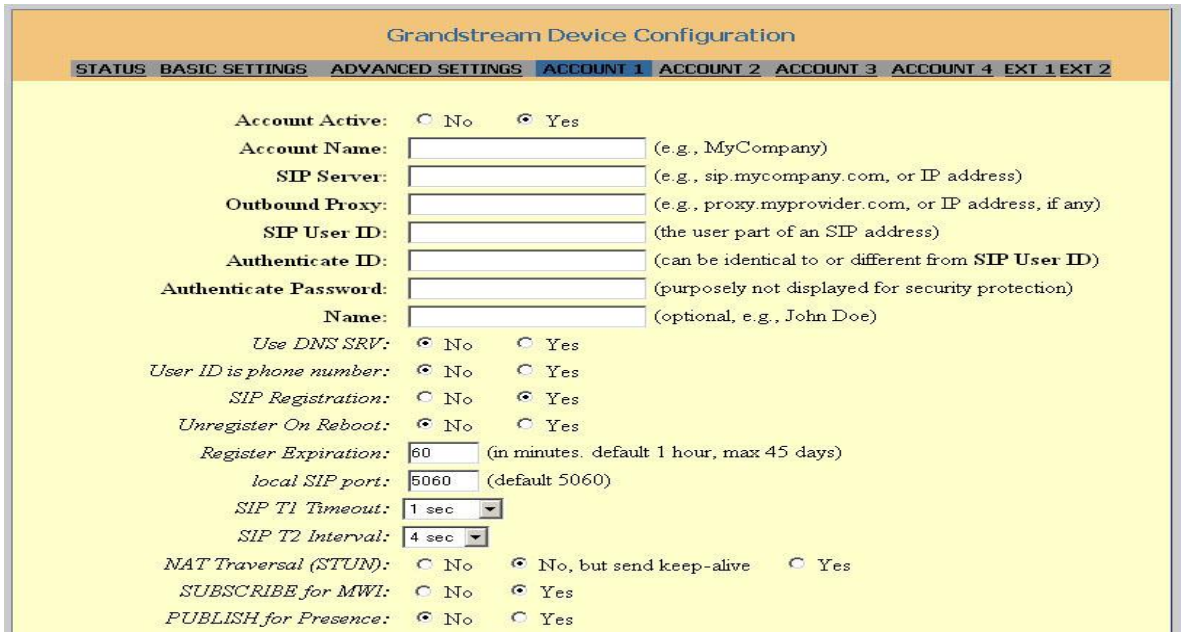
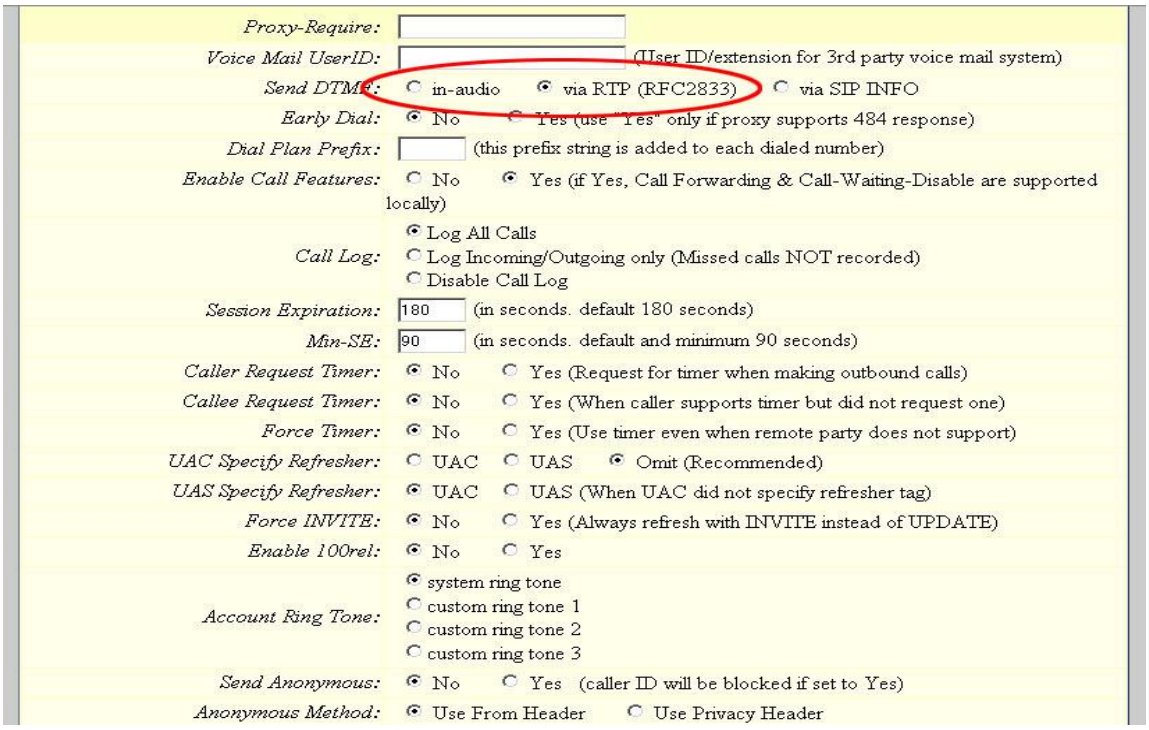
Once done, click the *Update* button. Without clicking the *Reboot* button, click *ACCOUNT1*.

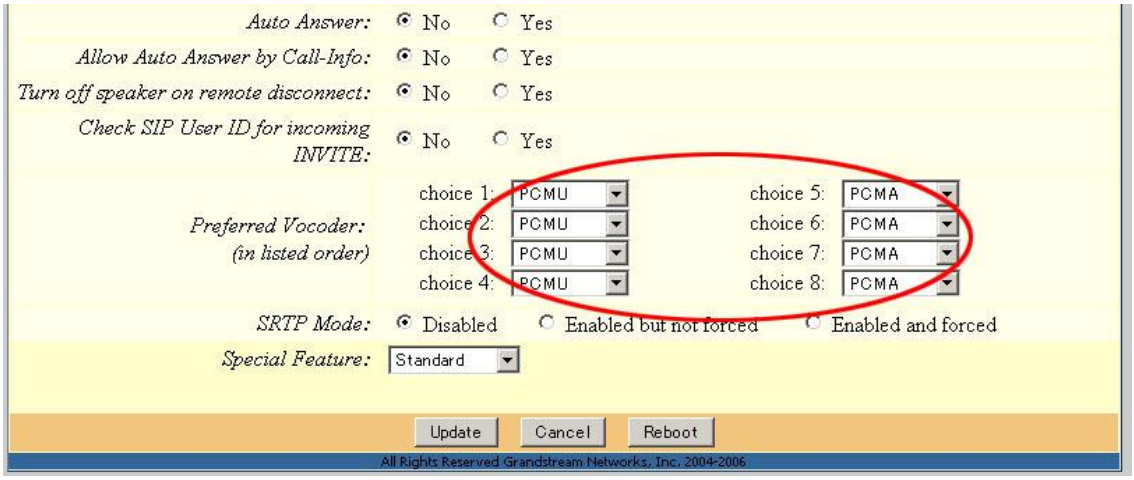

Grandstream Device Configuration
STATUS BASIC SETTINGS ADVANCED SETTINGS ACCOUNT 1 ACCOUNT 2 ACCOUNT 3 ACCOUNT 4 EXT 1 EXT 2
Account Active: No Yes
Account Name: (e.g., MyCompany)
SIP Server: (e.g., sip.mycompany.com, or IP address)
Outbound Proxy: (e.g., proxy.myprovider.com, or IP address, if any)
SIP User ID: (the user part of an SIP address)
Authenticate ID: (can be identical to or different from SIP User ID)
Authenticate Password: (purposely not displayed for security protection)
Name: (optional, e.g., John Doe)
Use DNS SRV: No Yes
User ID is phone number: No Yes
SIP Registration: No Yes
Unregister On Reboot: No Yes
Register Expiration: 60 (in minutes. default 1 hour, max 45 days)
local SIP port: 5060 (default 5060)
SIP T1 Timeout: 1 sec
SIP T2 Interval: 4 sec
NAT Traversal (STUN): No No, but send keep-alive Yes
SUBSCRIBE for MWI: No Yes
PUBLISH for Presence: No Yes

Enter the following information below:

Account Name: Extension Number (in Agile phone PRO, Agile Phone number)
SIP Server: SIP Server Name (In agile phone PRO, sip.agile.ne.jp, etc.)
Outbound Proxy: SIP Server Name (In agile phone PRO, sip.agile.ne.jp, etc.)
SIP User ID: Extension Number (in Agile phone PRO, Agile Phone number)
Authenticate ID: Extension Number (in Agile phone PRO, Agile Phone number)
Authenticate Password: Password
Name: Extension Number (in Agile phone PRO, Agile Phone number)
NAT Traversal (STUN): No, but send keep-alive
Subscribe for MWI: Yes


Proxy-Require:
Voice Mail UserID: (User ID/extension for 3rd party voice mail system)
Send DTMF: in-audio via RTP (RFC2833) via SIP INFO
Early Dial: No Yes (use "Yes" only if proxy supports 484 response)
Dial Plan Prefix: (this prefix string is added to each dialed number)
Enable Call Features: No Yes (if Yes, Call Forwarding & Call-Waiting-Disable are supported locally)
Call Log: Log All Calls
Log Incoming/Outgoing only (Missed calls NOT recorded)
Disable Call Log
Session Expiration: 180 (in seconds. default 180 seconds)
Min-SE: 90 (in seconds. default and minimum 90 seconds)
Caller Request Timer: No Yes (Request for timer when making outbound calls)
Callee Request Timer: No Yes (When caller supports timer but did not request one)
Force Timer: No Yes (Use timer even when remote party does not support)
UAC Specify Refresher: UAC UAS Omit (Recommended)
UAS Specify Refresher: UAC UAS (When UAC did not specify refresher tag)
Force INVITE: No Yes (Always refresh with INVITE instead of UPDATE)
Enable 100rel: No Yes
Account Ring Tone: system ring tone
custom ring tone 1
custom ring tone 2
custom ring tone 3
Send Anonymous: No Yes (caller ID will be blocked if set to Yes)
Anonymous Method: Use From Header Use Privacy Header

Enter *99* in voicemail user ID (In Agile Phone PRO, *999*). In device's *MSG* button, confirming/checking answering machine is possible


Auto Answer: No Yes
Allow Auto Answer by Call-Info: No Yes
Turn off speaker on remote disconnect: No Yes
Check SIP User ID for incoming INVITE: No Yes
Preferred Vocoder: (in listed order)
choice 1: PCMU
choice 2: PCMU
choice 3: PCMU
choice 4: PCMU
choice 5: PCMA
choice 6: PCMA
choice 7: PCMA
choice 8: PCMA
SRTP Mode: Disabled Enabled but not forced Enabled and forced
Special Feature: Standard
Update
Cancel
Reboot
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Once done, click *Update* button. Click *Reboot* button. The device will be restarted and settings will be applied.

Method for Adjusting Ring Volume

1. Press the *Menu* button on the device.
2. *Setting* menu will be displayed in the *Display*. Select *Preference*. Press ● button.
3. Select *Ring Volume*. Press ● button.
4. Move the volume slider using ◀and ▶ button. Adjust the ring volume.

Safety Precautions

This manual contains precautions to assure user's safety while using this product.
If the precautions are disregarded, the extent of consequences is presented below.

WARNING This indicates that ignoring or mishandling of this notice might result to death or serious injury to the person.

CAUTION This indicates that ignoring or mishandling of this notice might result to harm to the person.

WARNING

Immediately unplug the device from the power supply if there is a strange smell and smoke.
Don't use the device and immediately contact the dealer for repair. This may cause fire or explosion.

Do not disassemble or modify. The device may malfunction, cause electric shock and fire.

Do not insert metal to the opening or drop the product. If in case a metal is inserted to the device, unplug the device and contact the dealer. The device may malfunction, cause electric shock and fire.

Do not pour water or any foreign object inside the device.
If in case water or any foreign object is poured or inserted to the device, unplug the device and contact the dealer.

Do not touch the device when lightning occurs. This may cause electric shock.

Do not use in bathroom or shower room. The device may malfunction, cause electric shock and fire.

Don't place in a damp, dusty or direct sunlight. The device may malfunction, cause electric shock and fire.

This device is not waterproof. If in case water entered the device, unplug the device and contact the dealer.

CAUTION

Do not place near the kitchen table or humidifier, or near oil and moisture. The device may malfunction, cause electric shock and fire.

Do not place near direct sunlight. The internal temperature might do up and may cause fire.

Do not place in humid and dusty area. The device may malfunction, cause electric shock and fire.

Do not place in extremely cold place or place with unstable temperature. It may cause explosion.

Do not place in unstable or shaky place.
If the device falls it may collapse, it may cause injury or explosion.

Use after checking if foreign matters are attached to the speaker of the handset. Thumbtacks, pin, staple wires and other metallic object may cling to the magnet of the speaker so please be careful.

Troubleshooting

Please check the troubleshooting procedure before requesting a repair. If the problem persists, please contact Agile Shop at (sup@agile.ne.jp).

PROBLEM	CAUSE	SOLUTION
General Failure	Please plug and unplug from the power source. (Do this a few times). Please wait at least one minute before you again plug the device to the power source. If the problem persists after doing this, contact us at: sup@agile.ne.jp Please provide your number and broadband product/s.	
No ringer sound	Ethernet cable is disconnected.	Please check the connection of the Ethernet cable.
	AC adapter is disconnected.	Please check the connection of the AC adapter.
	Did you change the volume settings?	Please adjust the volume on the volume button.
	Did you change the settings on the display?	Revert the changed settings. Disconnect the Ethernet cable (Please reboot).
Call is interrupted by noise	Are there any abnormalities in the network environment?	Please check your network environment.

Initialization Method

Initialization method will erase all existing data in your device. You must set all the required information to start initializing your service again.

Initialization Method

1. In the device, press *Setting* button. Use ▲ and ▼ silver buttons to navigate between screens. Press ▲ and ▼ buttons several times. Specify *Initialization Method*.
   (Restore Factory Setting) ….. All settings will be cleared.
   (IP Initialization Setting) ….. Unique Setting will only be cleared.
2. The phone device will automatically restart. Setting is initializing. Please check the website for frequently asked questions (FAQ).

For more information on features and settings, please check http://www.agile.ne.jp/support /

Inquiries by telephone and email:

Send to: sup@agile.ne.jp
Telephone number: 636- 5-150603
Weekdays: 10:00 - 19:00